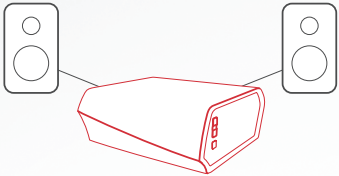
HEOS™
BY DENON

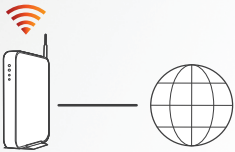
HEOS Amp QUICK START GUIDE

BEFORE YOU BEGIN

The HEOS Amp is designed to add HEOS multi-room audio functionality to your favorite pair of speakers.



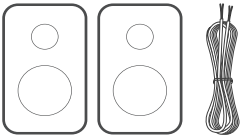
Make sure you have the following items in working order:



Wi-Fi Router

Internet Connection

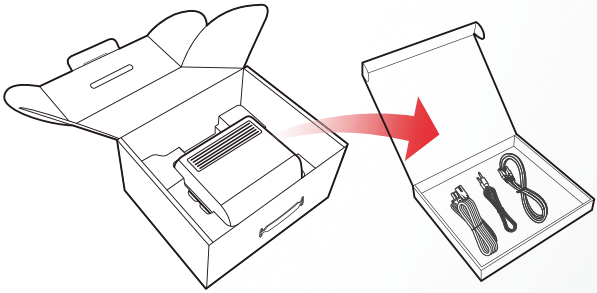
Apple iOS or Android mobile device connected to your network



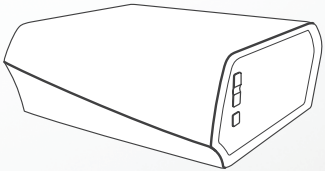
Speakers & Speaker Wires

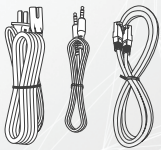
STEP 1: UNPACK

Carefully unpack your new HEOS Amp.



Verify that the following items are included in the box.





STEP 2: PLACE

Place the HEOS Amp at a convenient location near your speakers in your home.

STEP 3: CONNECT

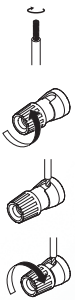
1 Connect the speakers

A. Remove 3/8 inch (10 mm) of sheathing from the tip of the speaker cable, then either twist the bare wire tightly.

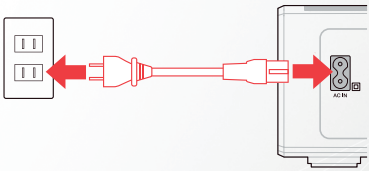
B. Turn the speaker terminal counterclockwise to loosen it.

C. Insert the bare wire into the speaker terminal.

D. Turn the speaker terminal clockwise to tighten it.

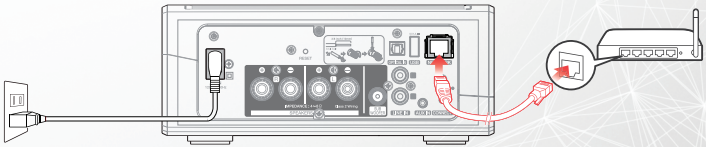


2 Connect the power cord



OPTIONAL

If you are connecting the HEOS Amp to a wired network, connect the included Ethernet cable between the HEOS Amp and your router. Do not connect the Ethernet cable if you are connecting your HEOS Amp to a wireless network.



STEP 4: CONTROL

1 Download the HEOS by Denon App.

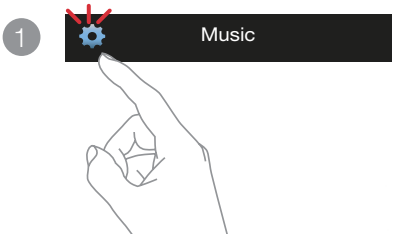
Go to the App Store℠ or to Google Play™ and search for "HEOS by Denon" to download and install.

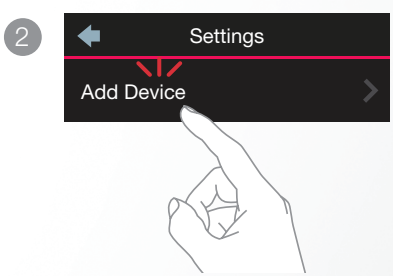
Download on the App Store

GET IT ON Google play

2 Launch the HEOS App and follow the instructions in the app.

STEP 5: ADD DEVICE





ENJOY!

For further information, please visit HEOSbyDenon.com

BASIC TROUBLESHOOTING

My HEOS device won't connect to my network using the audio cable

- Make sure your mobile device is connected to your wireless network before setting up your HEOS device.
- Alternatively, you can connect your HEOS device to your network router using the included Ethernet cable. Once connected via Ethernet, the HEOS by Denon App should recognize the HEOS device and you can manually move it to your wireless network using Settings/My Devices/Device_Name/Advanced/Network Settings.

I get a message "Device was not found"

- Move your HEOS device closer to your wireless router.
- Your HEOS device and controller device may not be on the same network. Verify that the controller device is on the same network as your HEOS device. This is usually configured under the Settings feature on your mobile device. If you have more than one network, your device may hop to a different network as you move around your home.
- Make sure you don't have any other electronic devices interfering with your wireless network signals. Microwave ovens, cordless phones, and some televisions can cause wireless network interference.
- If your HEOS devices are located far away from your router, consider adding a wireless range extender like the HEOS Extend.
- In case your wireless router is incompatible with your HEOS device, please use the optional HEOS Extend Wireless Range Extender and hard-wire it to your router.

Music cuts out or delays sometimes

- Make sure your Internet connection is operating correctly.
- If you are sharing your network with other users or devices, they may be using most of your bandwidth (especially if they are streaming video).
- Make sure your HEOS devices are within range of your wireless network.
- Make sure your HEOS devices are not located near other electronic devices that could interfere with it's wireless connectivity (like microwave ovens, cordless phones, TVs, etc…).

I hear a delay when using the AUX Input with my TV

- If you are connecting the AUX input with your cable or satellite box for enjoying TV audio through multiple HEOS devices, you may hear a delay between when you see someone speak and when you hear the audio. This is because the HEOS system must buffer the audio before it sends it out to the devices so that it arrives at all devices at the same time.
- You can avoid this delay by listening only to the HEOS device which is directly connected to the set top box.

Connecting to a network using WPS

If your wireless router support WPS (Wi-Fi Protected Setup™) your HEOS wireless device can optionally connect to your network using the “Push Button” method by following these steps:

1. Press the WPS button on your router.
2. Within 2 minutes, Press and Hold the Connect button on the rear panel of the HEOS device for 5 seconds.
3. The LED on the front of the HEOS device will flash green for several seconds as it connects to your router.
4. When the connection is complete, the LED on the front of the HEOS device will turn solid blue.

Resetting Your Device

Resetting your HEOS device will clear out the wireless network settings, EQ, and name but retain it’s current software.
You will have to use Settings->Add Device to reconnect the device to your home network before it can be used.

To reset your HEOS device, gently insert a small paperclip into the Reset button hole on the back and hold it in until the front LED begins to flash amber.

Restoring the Device to Factory Defaults

Restoring the HEOS device to its factory defaults will clear all of the settings and restore the original software which was installed at the factory.

Caution: All settings will be erased and the software will likely be downgraded!

To restore your HEOS device to the factory defaults, unplug the power cable from the power outlet. Insert a small paperclip into the Reset button hole on the back, reconnect the power cable, and hold it in until the front LED begins to flash amber.

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CONTACT Denon

For US & Canada only:

If you need further assistance with your HEOS Product,
please contact HEOS by Denon Customer Support Services below:

Website	www.HEOSbyDenon.com/Support	
Email	Support@HEOSbyDenon.com	
Live Chat	www.HEOSbyDenon.com/LiveChat	
Telephone	Toll Free	(855) 499 2820
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